



EDI Technical specification

Appendix H

LORS: sla (LORS service summary

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USE OF THE TECHNICAL SPECIFICATION

Update - March 2023: This technical specification was released in March 2023 and replaces the version dated June 2009.

APPENDIX H

LORS SERVICE SUMMARY

SERVICE GUIDELINES

Service standards for Lloyd's Outwards Reinsurance Scheme are defined in the LPSO Core Service Agreement. For ease of reference, these are summarised as follows:

The interactive (online) system is accessible between 08:00 and 18:00, Monday to Friday. The target is 98% availability within scheduled hours.

Responses to incoming messages are sent within one hour of receipt of the incoming message.

The LIMRIS end of day message is sent by 00:01 on the next business day after processing.